DEPARTMENT OF
DEFENSE, VETERANS AND EMERGENCY MANAGEMENT
Military Bureau
Headquarters, Maine National Guard
Camp Keyes, Augusta, Maine 04333-0033

7 March 2015

TECHNICIAN POSITION VACANCY ANNOUNCEMENT #15-032

"INDEFINITE"

POSITION: IT Specialist (CUSTSPT) (D2182000) (GS-2210-11) EXCEPTED POSITION

LOCATION: 101st Communications Flight, Bangor, Maine

SALARY RANGE: $57,982 to $75,376 per annum

CLOSING DATE: 23 March 2015

AREA OF CONSIDERATION:

AREA I- All permanent and indefinite Enlisted Technicians in the Maine Air National Guard and personnel with reemployment rights to MeANG.

AREA II- All members of the Maine Air National Guard.

DUTIES: See attached duties and responsibilities.

MINIMUM QUALIFICATION REQUIREMENTS: Each applicant must show how they meet the General and Specialized Experience listed below; otherwise, the applicant may lose consideration for this job.

GENERAL EXPERIENCE: Technical, analytical, supervisory, or administrative experience which has demonstrated the candidates ability to analyze problems of organization, workforce, information requirements, etc., and provide systematic solutions; and the ability to deal satisfactorily with others.

SPECIALIZED EXPERIENCE: Must have twenty four (24) months experience, education, and/or training which required the applicant to acquire and apply each of the following knowledge, skills, and/or abilities:

1. Ability to modify Avaya voice and data systems, Motorola, Harris and Aruba wireless equipment, advise on and implement new technologies.

2. Ability to effectively utilize wireless, voice, and network infrastructure performance measurement tools, perform system testing and diagnostics using analytical methods/practices.

3. Ability to utilize knowledge of wireless, voice and network infrastructure operational and performance characteristics to create written procedures/guides/practices for local use.

4. Knowledge of IT and communication systems integration, evaluation, security and project management principles/methods.

5. Ability to communicate effectively both orally and in writing and maintain effective relationships.

ADDITIONAL REQUIREMENT: As a condition of employment, individuals have **6** months in which to complete and receive the SEI 264 (for the level and grade at which the person is serving) mandated by the DoD Career Development Program for Information Assurance Workforce Improvement Program (DoD 8570.01M).

COMPATIBILITY CRITERIA: 3D0X1, 3D0X2, 3D0X3, 3D1X1, 3D1X2, 3D1X3, 3D1X4

SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE: A maximum of 12 months of the required experience may be substituted by successful completion of undergraduate study in an accredited college or university at the rate of 30 semester hours for 12 months of experience. The education must have been in fields directly related to the type of work of an Information Technology Specialist. **Applicant must provide a copy of transcripts to receive credit.**

HOW TO APPLY: Detailed instructions are contained in an Instruction Guide titled "Technician Vacancy Announcement Guide" which should be posted with this vacancy announcement. Applicants may apply using the OF Form 612 Optional Application for Federal Employment, a resume, or any other format they choose. In addition to their basic application, applicants are strongly encouraged to complete ME Form 171, Military Experience and Training Supplement. Applications forwarded to HRO should be no more than eight (8) pages although additional pages may be submitted as necessary. Applications should include written or documented proof of education, training, and work experience deemed necessary to adequately respond to general and specialized experience factors listed in the TPVA. Professional licenses or education transcripts necessary to validate qualifications should be submitted as required in the TPVA. Do not include photo copies of awards (a military ribbon rack or civilian certificate), letters of commendation, enlisted or officer performance reports, Technician performance appraisals, and personal photos unless specifically requested in the TPVA". Applications must be forwarded to: Joint Force Headquarters, ATTN: HRO, Camp Keyes, Augusta, Maine 04333-0033, NOT LATER THAN the closing date. Applications received AFTER the closing date WILL NOT BE CONSIDERED. The use of government envelopes, postage or facsimile machines to submit applications is prohibited. We are allowed to receive facsimiles sent from non-government facsimile machines. The inter-office distribution system may be used. You may also e-mail it to: ng.me.mearng.list.hro-applications@mail.mil

APPOINTMENT: Selectee will be required to participate in Direct Deposit/Electronic Funds Transfer as a condition of employment. The Adjutant General retains exclusive appointment authority for Technicians. No commitment will be made to any nominee prior to a review of qualifications by this office. The Maine National Guard is an Equal Opportunity Employer. All appointments and promotions will be made without regard to race, color, creed, sex, age or national origin.

DISSEMINATION: Supervisors, please post to bulletin boards, read at unit formations and notify personnel who may be interested. Qualified personnel who may be absent during this announcement period due to ADT, AT, TDY, school, illness, etc., should be notified.

WORK: DSN 430-6013/COM (207) 626-6013   FAX: DSN 626-4246/COM (207) 626-4246

FOR THE HUMAN RESOURCES OFFICER:

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LISA M. SESSIONS
CPT, EN
Human Resources Specialist
(Recruitment & Placement/Compensation)

INTRODUCTION

This position is located in the Operations Flight of a Base Communications Squadron, Mission Support Group, in an Air National Guard Wing. This position is responsible for providing voice, data, wireless, Communications Focal Point (CFP) and information security services provided to the Wing, supported Geographically Separated Units, and Tenants. The incumbent specializes in one or more of the major information technology (IT) and/or communications systems/functions managed and maintained by the Squadron - network infrastructure, wireless systems, voice systems, and CFP operations. The purpose of this position is to serve as a customer support specialist performing work involving analytical and evaluative duties related to classified and unclassified information technology networks and/or cyber system with primary knowledge requirements of information processing methodology, information technology, telecommunications systems, computer capabilities, processing techniques, IT trouble ticket management, and data communications. The network infrastructure systems include: local/wide/virtual area networks (LAN/WAN/VLAN), intrusion detection systems, closed circuit television, network switches, routers, information transfer nodes (ITN), and platform IT systems. The wireless systems include: trunked UHF/VHF/HF systems, regulated and unregulated radio and wireless network systems, personal wireless communications systems (PWCS), wireless teleconferencing, and wireless LANs to support Wing, Geographically Separated Units (GSU), and Tenants. The voice systems include: plain old telephone systems (POTS), networked secure and unsecure voice, Voice over Internet Protocol (VoIP), voice mail systems, unified communications network systems, and Video Tele-Conferencing (VTC) networks. The CFP function includes: planning, directing and scheduling of the information technology work load distribution.

To ensure full coverage for all systems supported, each incumbent is expected to maintain a high level of proficiency for all systems supported by the Communications Squadron. While each incumbent may specialize in one system category, to ensure full coverage during workload fluctuations as well as employee absences, each incumbent will cross-train to support all IT and communications systems. Throughout the year, each incumbent will perform customer support work for all three IT/communication system categories.

MAJOR DUTIES

1. Manages the assigned IT/communications environment with privileged access at the network level for the Wing, Geographically Separated Units (GSU), and Tenants. Plans, coordinates, installs, and continuously analyzes system design, hardware and software. Develops, recommends, and installs solutions and upgrades to ensure availability, integrity, efficiency, and reliability of all components of the assigned system. Provides Information Assurance systems support for all disciplines, ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of network services. Performs system audits to assess security parameters and performance of IA controls within the network environment.

2. Serves as a focal point for ensuring functionality and operability of the assigned IT/data systems/functions, voice and wireless systems to support mission requirements of Wing, Geographically Separated Units (GSU), and Tenants. Optimizes the functionality and performance of hardware and software systems and ensures availability, integrity, efficiency, and reliability of system/functional resources while managing the communications focal point coordination and workload distribution duties. Analyzes, manages, and directs installation of any new hardware or software introduced into the environment to ensure its compatibility with

existing architecture, its reliability, and functionality in relation to the organization's business requirements. Runs tests to verify operability and functionality; analyzes hardware and software malfunctions to resolve physical and logical processing problems; and recommends acquisition of programs, process or equipment which will resolve operational problems. Provides on-going optimization and problem solving support; continually surveys system operation to identify potential systems problems which could lead to loss or serious interruption of service. Oversees and initiates corrective or preventative measures to rectify immediate problems and prevent future occurrences through the CFP. Troubleshoots and diagnoses system failures to isolate source of problems. Performs testing, troubleshoots, corrects problems, and distributes workload relative to interface and interoperability of system components such as hardware, systems software, and applications programs. Provides proactive consultation and instruction with system users and technical specialists to ensure seamless implementation of changes. Assesses and mitigates security vulnerabilities of installed system hardware and software.

3. Provides customer technical assistance and support for all users. Provides ongoing technical support to customers to ensure proper functional use of equipment and programs and to preclude undue interruptions to IT and communications services. Works with customers to ensure efficient operations which support each units' requirements. Assists in solving problems associated with delivery of hardware and software orders. Provides management with information necessary to address difficult and complex problems in automating work processes. Tracks life of system equipment, prepares and provides analyses to determine future maintenance and replacement costs to help justify budget submissions. Reviews purchase requests and statements of work, ensuring documentation is sufficient to justify enhancements necessary to keep systems current and ensuring requested equipment and applications are compatible with existing infrastructure. Promotes use of assigned systems by providing instructions to functional area users on IT/communications processes and procedures associated with each supported system. Works with the CFP and customers to resolve integration or configuration related issues associated with a variety of different system platforms, operating systems, applications, and equipment configurations.

4. Determines customer requirements and assists customers by recognizing and analyzing trends and providing instruction and orientation services. Identifies and documents system requirements for specific needs of customers. Conducts in-depth analyses of system usage, user complaints, traffic interruptions, hardware and software capabilities, and other relevant factors. Recommends methods and procedures and coordinates corrective action to optimize utilization of present equipment. Ensures upgrades to the base IT and communications infrastructure are identified and assists customers in developing and submitting recommendations for additional equipment and funds. Cooperates and works with squadron personnel in planning and developing new or additional infrastructure/architecture capabilities. Identifies potential performance or capacity problems. Works with technical support personnel in resolving problems. Manages system user accounts, resets system passwords, and resolves firewall issues. Responds to trouble reports by analyzing problems, providing solutions, and recommending actions necessary to avoid future difficulties such as enhancing, replacing, or modifying existing programs, applications, and equipment. Maintains records of analyses, tests, and the techniques and procedures applied in problem resolution to establish a record of activities for future use. Coordinates efforts between system customers, system support personnel and commercial vendors to identify and resolve hardware, software, and other system anomalies. Records problem reports as they occur and analyzes data to determine trends in use or performance that could lead to future problems. Provides orientation in the use of new or changed technology. Provides formal or informal training to ensure users understand the interrelationships of the system and are able to operate the system without

undue difficulty. Prepares user manual or instructions for assigned applications.

5. Conducts feasibility studies to identify and analyze system failures and analyzes data to deter
if trends exist which forecast the need for future replacement or modification of system hardwar
software. Based upon the results of studies and the analyses of trends in usage and system
problems, determines the feasibility of significant modifications vs. replacement to improve relia
Participates with operating officials, system users, and others in progress review of established
systems to determine the reliability, productivity, and user friendliness of the existing system
hardware and software. As budget constraints dictate, evaluates alternative means of satisfying
requirements and provides management with the most technically feasible and cost efficient
approaches to meet changing needs. Uses benchmarks, performance measurement, and evalua
data in conjunction with modeling and simulation techniques in planning for increased capacity a
support additional workloads. Performs independent research of literature and consults with a
variety of vendors, IT and communications specialists in other agencies, and members of profes
associations to determine availability and feasibility of modifying existing systems. Provides cos
analyses for new/upgrade infrastructure and architecture capabilities. Keeps abreast of changes
technology to assist management in preparing for future enhancements. Forecasts future needs
prepares recommendations, justifications, and specifications for equipment and applications.
Examines and evaluates alternative means of satisfying user requirements and makes
recommendations to management regarding the most effective and efficient approaches.

6. Coordinates frequency needs with command level spectrum management office to maintain
current allocations and obtain new authorizations. Secures operating authority, and ensures
minimal interference by ANG radio frequency (RF) operations. Analyzes RF spectrum
requirements and determine compatibility with other users considering transmitter and receiver
specifications, antenna data, emission characteristics, and modes of radio wave propagation.
Reviews and validates radio frequency allocations. Maintains frequency records and associated
databases. Examines spectrum allocation data and frequency assignment records to determine
suitability of specific equipment planned for deployment. Provides spectrum management
guidance to units deploying equipment in support of contingency, exercise, or wartime
requirements.

7. Installs, maintains, and repairs hardware devices supporting a broad range of information
and communications systems. Uses detailed knowledge of concepts, principles, methods, and
practices with sophisticated diagnostic equipment and complex diagnostic software to identify
and resolve internal system and network conflicts. Applies diagnostic equipment to test,
configure, evaluate, and optimize all high bandwidth circuits. Designs, develops and conducts
technical and operational tests and evaluations of a wide range of communications equipment
and systems using performance management and measurement methods. Coordinates and
prepares items for contract or warranty repair or replacement as required. Receives, inspects,
installs, and verifies the proper operation of equipment returned. Accomplishes required
documentation.

8. Adheres to management control plan requirements by conducting self inspection and staff
assistance visits. Resolves identified discrepancies.

9. Performs other duties as assigned.